HEALTH SYMPOSIUM

Challenging the future of health: research insights

Wednesday, 28 February 2018
UQ Brisbane City
293 Queen Street, Brisbane
Health Symposium
Challenging the future of health

The Health Symposium – Challenging the future of health: research insights links health-centric research with contemporary industry insights. The symposium gives senior health administrators, policy makers, health insurance representatives, and health practitioners the opportunity to discuss and critically reflect on the future of the health sector with world-leading researchers.

The symposium is at the forefront of knowledge creation. Hear about the latest, cutting-edge research in areas including: developing digital hospitals, navigating the challenges of virtual health service delivery, co-creating health services, and managing change in the health sector. Learn. Reflect. Understand.

Reserve your place

Visit execed.business.uq.edu.au to purchase tickets.

Ticket prices:
Early bird registration – before 31 December 2017
$550.00 + GST
Regular registration – after 1 January 2018
$650.00 + GST
Symposium program

8:00 – 8:30am
Registration

8:30 – 8:45am
Symposium welcome and overview

8:45 – 9:15am
Plenary session: The future challenges of health
Five 5-minute pitches on challenges from:
- Michael Draheim – Metro South Health
- Donna Bonney – Mater Education
- Dr Alex Chaudhuri – The Prince Charles Hospital
- Professor Claire Wainwright – Lady Cilento Children’s Hospital
- Dan Harradine – KPMG

9:15 – 10:15am
Concurrent sessions (choose from one of the following sessions)
Session 1
Digital hospitals: promises and challenges
Professor Andrew Burton-Jones – UQ
Dr Saeed Akhlaghpour – UQ
The Digital Hospital program is currently the largest organisational transformation project happening in Queensland hospitals. The transition to digital affects all hospital staff, creates new challenges, and opens opportunities for change and improvement.

The session will outline current research work on the Digital Hospital program in Queensland and discuss insights from related implementations around the world. You will hear about key lessons learned so far, and explore what is ahead and why it is important. You will also have the opportunity to discuss the program with those engaged in the transformation and by the researchers studying the transformation.

Session 2
Managing organisational change in health
Associate Professor April Wright – UQ
Dr Robyn King – UQ
Healthcare organisations are operating in highly dynamic environments characterised by constantly changing policy, funding, workforce, and technology. Managing change effectively is an essential organisational capability and key for optimising healthcare delivery in this challenging environment.

This session will give an overview of research in the processes of institutional change and maintenance, including the application of evidence-based thinking to change management. You will hear about the research insights on a range of topics related to managing change both in the hospital and general practice settings, as well as research findings on the impact of specialisation in the medical profession, the effects of the introduction of time-based performance targets in emergency departments, and the impact of potential pandemics on emergency departments.
10:15 – 10:45am
Morning tea

11:00am – 12:00pm
Concurrent sessions (choose from one of the following sessions)

**Session 3**
**Navigating the challenges of virtual health service delivery**
Associate Professor Nicole Gillespie – UQ
Dr Nicole Hartley – UQ
Joanna Kho – UQ

Technology-mediated health service delivery – also known as telehealth and telemedicine – holds much promise for enhancing affordable, convenient, and equitable access to health care services and reducing health care costs. Yet despite its promise, the uptake of telehealth has been slow and requires navigating several challenges and barriers.

This session will provide research insights on how clinicians and health care providers experience technology-mediated service delivery, why some providers ‘opt out’, and how others adapt their clinical practices and routines to enable sustainable adoption. You will also hear about consumer perceptions and explore trust in technology-mediated health services.

**Session 4**
**Co-creation of health services**
Professor Janet McColl-Kennedy – UQ
Associate Professor Len Coote – UQ
Dr Lily Cheung – UQ

Patients vary in how much they want to be involved in the decision-making process with regards to receiving treatments from medical clinicians and allied health professionals. This is especially the case in chronic diseases and with diseases where there is no cure. While there is evidence that increased patient decision-making can result in improved well-being, this takes considerable effort on the part of the individuals involved. At times there are significant conflicts in goals and in the perceived benefits relative to the effort and costs. Not surprisingly, not all patients wish to be involved to the same extent and undertake a range of activities and interactions with health care professionals and others.

This session will provide research insights into the benefits of co-creating value in health care delivery and the challenges facing the various parties involved.

12:00 – 12:45pm
Lunch

12:45 – 1:45pm
Concurrent working groups (choose from one of the following working groups)

**Working group 1**
**Future of digital health**
Professor Andrew Burton-Jones – UQ
Renea Collins – eHealth
Dr Christine Slade – UQ

Tease out the implications from the digital hospital session (Session 1) and consider the most important issues facing hospitals and health services that need further research. What are the issues we know enough about already? Can we package some of this knowledge into methods or practices to help others? What do we need to know more about? Who can we learn from? What are some good ways of testing promising ideas or planning new research projects that will make a difference in this area?

The working group will work towards building recommendations for future research and discuss how to apply that research so that it will have positive impacts on hospitals, clinicians, and patients.
Working group 2
Leadership of change in health care systems
Associate Professor April Wright - UQ

Discuss the opportunities and challenges of driving and implementing change in healthcare organisations and explore how health professionals can be supported to identify problems in care delivery models and develop bottom-up, evidence-based and values-focused solutions. What are the most pressing issues that require targeted change efforts? Where and how has organisational change been effectively implemented in hospitals and general practice? How can we share and learn from best practices in change management? What research projects on organisational change will make a difference in this area?

The working group will work towards identifying future research needs and discuss how to improve change management and drive innovation in hospital systems.

1:45 – 2:45pm
Concurrent working groups (choose from one of the following working groups)

Working group 3
Building capability in regional/remote community and home health
Professor Deb Theodoros – UQ
Professor Anthony Smith – UQ
Associate Professor Nicole Gillespie – UQ

Discuss the opportunities and challenges of using telehealth to enhance capability and access to health services in rural and remote communities, as well as in the home. The working group will further discuss the implications from the technology-mediated health service session (Session 3) and explore its delivery for rural, remote, and home health, considering the most important issues that require research. What are the most pressing issues that need to be tackled? Where has telehealth been effectively implemented? How can we learn and leverage from existing best practice? What do we already know enough about? How can this knowledge be more effectively put into practice?

The working group will work towards identifying future research needs and discuss how to apply telehealth to enhance capability in rural, remote, and home healthcare.

Working group 4
Consumer-driven health models
Professor Janet McColl-Kennedy – UQ
Professor Claire Wainwright – UQ

Discuss the opportunities and challenges of engaging consumer-driven health models from the multiple stakeholder perspectives. The working group will build on the co-creation of health services session (Session 4) and will discuss the most pressing issues still to be addressed in consumer-driven health. Where have consumer driven health models been effectively implemented? What are lessons learnt that can be translated to other contexts? How can this knowledge be more effectively implemented in practice and what factors need to be considered?

The working group will work towards identifying future research needs as well as identifying opportunities.

2:45 – 3:15pm
Afternoon tea

3:15 – 4:15pm
Concluding panel session – where to from here?
Chaired by Professor Victor Callan, Associate Dean (Research), Faculty of Business, Economics and Law, UQ

Panel:
Professor Len Gray – UQ
Dr David Rosengren – Metro North Hospital and Health Services
Tami Photinos – Royal Brisbane and Women’s Hospital

4:15 – 5:15pm
Symposium close and networking drinks
Dr Saeed Akhlaghpour

Dr Saeed Akhlaghpour is a lecturer in Information Systems at UQ Business School. Prior to joining The University of Queensland in 2015, he held academic positions at Middlesex University London (UK), and McGill University (Canada), where he also obtained his PhD in Management. He has taught courses such as e-Marketing Strategy and Social Media, International Business Environments, and Managing Data and Databases to business students in London, Montreal and Tehran.

Saeed’s research has been published in top-tier academic outlets, including American Journal of Sociology, Journal of the Association for Information Systems, Journal of Information Technology and Journal of the American Medical Informatics Association.

His research interests include: applications of IT in healthcare, diffusion and adoption of IT innovations (particularly, management and IT fashions), and organisational applications of social media (aka, social business). His current project, in collaboration with UQ colleagues, focuses on the implementation of electronic medical records in Queensland hospitals and health services.

Donna Bonney

Donna has 30 years of healthcare experience as a clinician, educator, manager and leader in a variety of public and private healthcare environments. As part of the Mater Group Executive, she has a strong learning and development background and substantial experience in leading the provision of healthcare related education, including a broad range of organisation-wide teaching and learning programs for over 7000 staff across three campuses. In her role as CEO of Mater Education she leads the operations of a private, commercial RTO delivering a suite of nationally recognised healthcare qualifications as well as community education, clinical education and simulation-based programs for the continuing professional development of the healthcare workforce.

Donna is a Board Director of a state-wide, not for profit clinical service provider and member of the Board’s Governance Committee and Clinical Advisory Committee and holds adjunct Professor and Associate Professor roles with both The University of Queensland and the Australian Catholic University.

Professor Andrew Burton-Jones

Andrew is Professor of Business Information Systems at UQ Business School, and an Affiliate of UQ’s Centre for the Business and Economics of Health. Andrew has taught undergraduate, graduate, and executive programs in several countries (USA, Canada, China and Australia), with a particular focus on the implications of new technologies for governance, control, and strategy. His research focuses on how organisations can most effectively use new information systems.

He most recently completed a large case study on the use of electronic health records in community care in Canada. He is now in the middle of a longitudinal case study of the Digital Hospital program in Queensland. He has published widely in top journals and serves in several leadership positions with international journals and academic associations.

Professor Victor Callan

Victor is Professor of Management and Leadership at UQ Business School, and Associate Dean (Research) in the Faculty of Business, Economics and Law at UQ. He has an international research reputation in the fields of organisational change, work stress, and leadership.

He has published in the world’s leading management and psychology journals, including the Academy of Management Journal, Journal of Management, Personality and Social Psychology Bulletin, Journal of Vocational Behaviour, and Leadership Quarterly. He is one of the most cited management Professors in Australia and based on this record of achievement was elected as a Fellow of the Academy of Social Sciences in Australia.

Victor has consulted to major businesses such as Qantas, Shell, New Zealand Telecom, BHP Billiton, Xstrata, Suncorp and Bank of Queensland, and served on a Queensland Government board. Several recent projects for the Federal Department of Foreign Affairs and Trade, and the World Bank have seen him delivering initiatives to build skills and workforce capability in the public sectors in Africa and Indonesia.
Dr Alex Chaudhuri
Alex practices clinical infectious diseases out of a passion for patient-care and problem-solving across varied medical specialties. He is Director of Infectious Diseases at The Prince Charles Hospital after having trained at the Royal Brisbane and Women’s Hospital, the Pasteur Institute, Paris, and in clinical research at the Harvard Medical School. He completed his MBA from UQ recently where his passion for patient-centred care was channelled into management projects within the hospital system. Diagnostic conundrums interest him. His determination to find answers led him to diagnose the first case of tick-borne encephalitis ever recorded in Australia. He does not appreciate comparisons made with television’s “Dr. House”, as he believes good communication and empathy are the most effective tools in medicine, something that is found lacking in the TV character. While continuing to look for answers at the individual patient level, he is now searching for answers at a systemic level, at a time when health-care costs are rapidly increasing.

Dr Lily Cheung
Lillemay (Lily) attained her PhD in Marketing from UQ Business School, investigating how resource integration in social networks improves social health and wellbeing.

Her areas of interest in research include transformative service research, consumer behaviour, consumer health and wellbeing. She has been published in leading journals, including Journal of Service Marketing, Marketing Theory, and Medical Journal of Australia.

Renea Collins
Renea is the Clinical Director for eHealth. She provides clinical leadership, strategic direction and leads the change management in the implementation of an integrated electronic medical record (ieMR). She has been the Clinical Lead for the ieMR project at Princess Alexandra Hospital (PAH) since 2012, which has implemented the initial stages of the ieMR. She was the Queensland Clinical Lead of the Electronic Medication Management, Anaesthetics and Research Trial Support release that went live at the PAH in March 2017, Mackay Hospital in October 2017, and most recently at Logan Hospital 4 December 2017.

Her clinical background is as a Venous Thromboembolism (VTE) Clinical Nurse Consultant, where she coordinated a VTE prevention program at a tertiary hospital and health service district. She has presented at international and national conferences, and published articles related to VTE, nursing, and clinical informatics.

Associate Professor Len Coote
Len is an Associate Professor in Marketing. He is a member of the Quantitative Marketing research group and his specific research interests are the development and application of new statistical theory for studying decision-making and choice. His research is published in international peer-reviewed journals including the Journal of Business Research and Journal of Choice Modelling. Together with Jordan Louviere and Campbell Rungie, Len is one of the developers of a very general and flexible choice model (called a structural choice model). Choice models are used in applied economics, business and marketing, and transport and logistics to model decision-making and predict choice. Len is a contributor to the DisCoS software. DisCoS is a shorthand expression for Discrete Choice Software and is estimation software for structural choice models.

Len also serves as Vice-Chair of the Australian Consortium for Social and Political Research. ACSPRI is a non-profit consortium of Australian universities established for the purpose of promoting excellence in social and behavioural research.
Michael Draheim

Michael is the CIO for Metro South Hospital and Health Services based in Brisbane. Metro South Health provides specialist healthcare to a population of over 1.1 million people, or 23 per cent of Queensland’s population. Michael is also an Adjunct Professor at UQ Business School.

Michael has more than 30 years’ health care experience in both public and private organisations across Australia. This includes health management and leadership roles, including 12 years at senior management and executive levels. He has over 14 years of clinical practice across a variety of settings with specialty focus as a Registered Nurse with advanced practitioner expertise in Adult Intensive Care and Advanced Life Support. He also has practical experience in clinical education, informatics and leadership positions.

From an outcome perspective, Michael’s major achievements include the successful delivery of the first end-to-end digitalisation of a major public hospital in Australia, including the first adult public hospital in Australia to achieve EMRAM Level 6; service delivery transformation to support changing models of care; aligned reporting around data analytics and predictive modeling to support clinical care; and delivering projects to support major telehealth services to regional and remote hospitals.

Professor Len Gray

Len is the Director of the Centre for Research in Geriatric Medicine and the Centre for Online Health. He has formal training in medicine as a specialist geriatrician and in health administration. He assumed the role of Professor in Geriatric Medicine at UQ in 2002. He established the Centre for Research in Geriatric Medicine in 2009, and took up the additional role of Director of the Centre for Online Health in 2010. Previously he held senior management positions in the public health system in Victoria, in general management and aged care services.

His research interests focus on aged care policy, models of aged care service delivery, assessment and care planning systems, and in recent years, e-health and telemedicine strategies. He leads international development of the interRAI Acute Care system of assessment, and is the Australian coordinator for interRAI, and principal investigator on the NHMRC Centre of Research Excellence in Telehealth, established in 2013.

Associate Professor Nicole Gillespie

Nicole joined UQ Business School in January 2010. Prior to this she held faculty and research positions at Melbourne Business School, Warwick Business School (UK), The Australian and New Zealand School of Government, The University of Melbourne, The University of Queensland, and Swinburne University of Technology.

Nicole’s research focuses on trust development and repair in organisational contexts, and in contexts where trust or legitimacy are challenged (e.g. after a trust failure, in complex stakeholder environments, in telemedicine, during organisational change, in cross-cultural relations). She also researches in the fields of teams, leadership and workplace stress and well-being. Her research appears in leading international journals, including the Academy of Management Review, Journal of Management, and Journal of Applied Psychology. Her work has been extensively presented in Europe, the USA and Australia. Current research projects focus on understanding stakeholder trust in organisations and industries, the repair of trust, the antecedents of trust in multicultural teams, and stakeholder trust and uptake of Telehealth. She is on the Editorial Boards of Leadership Quarterly and the Journal of Trust Research.
Dan Harradine
Dan is a Partner at KPMG, and one of the leaders of the firm’s national Health, Ageing and Human Services (HAHS) practice. Based in Brisbane, he heads up KPMG’s Queensland and Northern Territory HAHS offices.

Dan has more than 17 years’ experience working across the public and private sectors, having held executive roles across a number of Queensland Government agencies prior to joining KPMG in 2013. These roles included providing advice to Premiers, Ministers and Directors-General on major healthcare reforms, social policy initiatives, infrastructure delivery programs and service enhancement projects.

Specifically in relation to healthcare, Dan has led significant system reform and improvement activities across a number of Australian jurisdictions. Immediately prior to joining KPMG, as a member of Queensland Health’s executive team Dan led the design and implementation of Queensland’s version of agreed national health reforms.

Dr Nicole Hartley
Nicole is a research academic with UQ Business School. Her academic career spans 14 years at institutions in both Sydney and Queensland. Her teaching expertise is in advertising, marketing strategy, digital media, and consumer behaviour. Her specific research interests include: service technology, virtualised services, customer-brand relationships, message framing, new media and service innovation. Nicole’s current research agenda focuses on exploring customer perceptions of the advent of technology and various forms of disruption in the delivery of services. This research is currently focused within the education, tourism, and health industries.

Nicole works closely with companies in the Brisbane technology start-up and social enterprise scene, to advise on marketing and advertising strategies to launch new-to-market technology-based products and services both nationally and globally.

Prior to her academic career, Nicole was employed as Marketing Manager/Director for various corporations in the tourism, education and communication industries both in Australia and the UK.

Joanna Kho
Joanna is a Postdoctoral Research Fellow for the Centre of Research Excellence in Telehealth (CRE). She is involved in a number of telehealth research projects, one of which examines the integration of technology-mediated healthcare service provision through telehealth at the Royal Flying Doctor Service (RFDS). Research findings will advance the understanding on how telehealth impacts on professional practice that may influence telehealth policy by demonstrating the feasibility and integration of telehealth in primary care practices.

Joanna’s PhD research focuses on the implementation and adoption of telehealth in residential aged care facilities. She examined how health professionals change and reconfigure their professional competence and routines when practicing in technology-mediated service settings. Joanna’s research findings will provide a more holistic view on how technology impacts on professional practice.

Dr Robyn King
Robyn’s teaching expertise is in management accounting at the introductory, advanced and post graduate levels. Her research interests include management control system design and use, with a particular interest in health care settings. Robyn’s prior work focussed on how management control system design varies with ownership of health care organisations.

More recently her focus has shifted to management control system design and use in innovative organisations and not-for-profit settings. In conducting her research, Robyn has worked closely with a number of Queensland hospital and health services, the Australian Association of Practice Management and privately held health care businesses.
Janet is a Professor of Marketing at the UQ Business School. She is also a Visiting Professor at the University of Cambridge and an ongoing Fellow of St Edmund's College, Cambridge. Janet is one of the leading marketing academics in Australia, and internationally recognised as a leading researcher in Service Science. Her research interests focus on customer experience management and include service recovery, customer complaining behaviour, customer rage, and customer value co-creation. She has particular expertise in health care and the professions.

Janet has made a significant research contribution to the discipline of marketing, specifically in her research area of ‘Services’. Her work consistently appears in prestigious journals, such as the *Journal of Retailing, Journal of the Academy of Marketing Science,* and *Journal of Marketing Management.*

Tami is the Executive Director of the Women’s and Newborn Services (WNS) at the Royal Brisbane and Women’s Hospital and also the Executive Director for Women’s and Children’s Clinical Stream across Metro North Health.

She commenced her nursing training at the then Royal Brisbane in 1985 and has remained with the Royal Brisbane and Women’s Hospital for the last 32 years. She also completed her midwifery studies at the Royal Women’s Hospital where she worked in Neonatal Units and Birth Suites. Tami’s other expertise is in Emergency Medicine and Retrieval Services. She has a keen interest in trauma related activities and worked on coordinating Early Management of Severe Trauma (EMST) courses for the Royal Australian College of Surgeons.

Tami has held various senior roles in the industry throughout her career, including Acting Director of Safety and Quality, Assistant Nursing Director in the Department of Emergency Medicine, and Nursing Midwifery Director at the Royal Brisbane and Women’s Hospital.

David is the Acting Executive Director of Operations at Metro North Hospital and Health Services. He is an emergency physician with over 20 years’ of clinical experience in both public and private hospitals across Queensland and the current Chair of the Queensland Clinical Senate, which is a senior multidisciplinary clinical leadership group responsible for providing advice to government around strategic health system issues.

He has held various executive level roles across the health sector, including the Director of Metropolitan ED Access Initiative at Queensland Health, Director of Emergency Centre at Ramsay Health Centre, and Director of Executive Operations at Metro North Hospital and Health Services. In addition, David has a board position with UpToDate, was Chairman of the Emergency Medicine Foundation, and Chair of Queensland Faculty for the Australasian College for Emergency Medicine.

Christine is a lecturer in Higher Education in the Institute for Teaching and Learning Innovation (ITaLI) at The University of Queensland, with leadership roles in assessment and teaching quality. She is an active researcher in digital health curriculum, innovative pedagogies, assessment integrity and academic practice. Since 2004, Christine has undertaken her professional career while living with a chronic illness and has experienced firsthand through the Princess Alexandra Hospital the significant difference digital health care can make to a consumer’s life.

Christine’s main consumer representation is in digital health care, and she is currently a member of the Australian Commission on Safety and Quality in Health Care’s My Health Record in Emergency Departments’ Oversight Committee. In August 2016, Christine presented about her consumer experiences at the Queensland Clinical Senate’s *The Digital Transformation of Health Conference.* She is a member of Health Consumers Queensland and the Consumers Health Forum of Australia.
**Professor Anthony Smith**

Anthony is an Associate Professor and Acting Director of The University of Queensland’s Centre for Online Health (COH). He also holds an Adjunct Professor appointment at the University of Southern Denmark’s Centre of Innovative Medical Technology, in Denmark.

He has more than 17 years of research experience involving the planning, implementation and evaluation of new telemedicine applications for the benefit of clinicians and patients in regional and remote areas of Queensland. He has developed and sustained an exemplary international track record in the establishment and evaluation of telehealth, principally in paediatrics and more recently in the adult and aged care disciplines. In collaboration with the Royal Children’s Hospital in Brisbane, he was instrumental in the establishment of the telepaediatric service – which provides routine telehealth services for children throughout Queensland.

In the field of telemedicine and telehealth, Anthony has over 150 publications, including 138 papers in peer-reviewed journals, three edited books and 13 book chapters on telemedicine-related topics. While the field remains highly specialised in comparison to other disciplines, his work is receiving over 100 citations per annum. He continues to present his work through publication, national and international conferences and local meetings.

**Professor Deborah Theodoros**

Professor Deborah Theodoros is the Head of Speech Pathology in the School of Health and Rehabilitation Sciences at UQ. She is a founder and co-director of the Centre for Research in Telerehabilitation at UQ Business School. Her research focuses on the assessment and treatment of acquired motor speech disorders and on the development and implementation of telerehabilitation applications in speech pathology.

She has been awarded over $10 million in research funding including six NHMRC project grants in the field of telehealth. She is the Past National President of Speech Pathology Australia.

**Professor Claire Wainwright**

Professor Claire Wainwright is a paediatric respiratory physician and Co-Lead for cystic fibrosis (CF) services at the Lady Cilento Children’s Hospital in Brisbane, which manages around 450 children with CF across Queensland and northern NSW. Her research interests include clinical trials, development of lung disease in CF, airway microbiology, and patient reported outcomes in CF.

**Associate Professor April Wright**

April is a qualitative researcher who explores the interplay between institutions and organisations as a source of both change and stability. Her research investigates how institutions – such as the state, markets, managerialism, and professions – guide the strategies, structures and practices of organisations and individuals and, at the same time, how macro-level institutions are both maintained and changed through the micro-level actions of organisations and their members.

April has conducted longitudinal studies of institutional maintenance and change in a variety of empirical settings, including English County Cricket, financial institutions, and hospital emergency departments. She is a Chief Investigator on an Australian Research Council Linkage Project grant which explores institutional change processes in hospitals.

Her research has been published in leading international journals, including the *Academy of Management Journal, Journal of Business Venturing, Journal of Banking and Finance*, and the *Academy of Management Learning and Education*. 